


Title: Emergency Financial Assistance Service Standards Program: Ryan White Part B Section: Support Services	 UTAH DEPARTMENT OF HEALTH
Executive Sponsor: Utah Department of Health Policy Owner: Ryan White Part B Administrator Approved by: Ryan White Part B Manager	Last Review: 2021.08.01 Next Review: 2022.04.01 Origination Date: 2012.04.30

SERVICE CATEGORY DEFINITION

Emergency Financial Assistance (EFA) funds are used to stabilize clients at risk of becoming homeless. Homelessness affects a client's ability to gain or maintain access to and compliance with HIV-related health services and treatment. Priority is given to eligible clients experiencing unstable housing. Assistance may also be provided to those experiencing immediate and/or urgent housing needs (e.g., due to loss of employment). EFA can occur as a direct payment to an agency or through a voucher program.

COVERED SERVICES

- Rent
- Utilities

KEY SERVICE COMPONENTS AND ACTIVITIES

Clients access EFA services through their case management agency (CMA).

Standard/Activity	Measure/Documentation
Utah Department of Health, Ryan White Part B Program (Program)	
<ul style="list-style-type: none"> • Program limitations and requirements: <ul style="list-style-type: none"> ○ cannot pay late fees ○ cannot pay mortgage ○ can only pay three months of the client's portion per request • Clients are eligible for up to \$3,000 or three months of assistance for rent, whichever comes first, in a 12-month period • Clients may not receive more than \$6,000 in rental assistance in a three-year period • Clients are eligible for up to \$500 or three months of assistance for utilities, whichever comes first, in a 12-month period • Clients may not receive more than \$1,000 in utility assistance in a three-year period 	<ul style="list-style-type: none"> • Program limitations and requirements are outlined in the Utah Ryan White Part B Program Manual • Client record complies with limitations and requirements

<ul style="list-style-type: none"> Ensures client eligibility for EFA services Informs contracted agency and CMA of incomplete application or approval/denial of EFA services 	<ul style="list-style-type: none"> Client record Eligibility status in ClientTrack[®] Correspondence with contracted agency and CMA
Contracted Agency, Utah AIDS Foundation (UAF)	
<ul style="list-style-type: none"> Generates payment according to the approved EFA list provided by the Program Payments are made by check or debit/credit card directly to landlord/vendor Payments mailed within two business days of receipt of approval (the EFA account has no reference to UAF, HIV, AIDS, or the Ryan White Program) 	<ul style="list-style-type: none"> EFA approved list sent by the Program Client record of EFA payments Compliance with the Utah Ryan White Part B Program Manual
Case Management Agency (CMA)	
<ul style="list-style-type: none"> Conducts assessment to determine client eligibility for EFA services Prior to completing the application, confirms the client is currently eligible for EFA services Submit complete application in ClientTrack[®] for EFA Follow the Program's policy and procedures 	<ul style="list-style-type: none"> Client record Eligibility status in ClientTrack[®] Complete application in ClientTrack[®] Compliance with the Utah Ryan White Part B Program Manual and Program procedures
Applicable Universal Service Standards	
<ul style="list-style-type: none"> Universal Service Standards <ul style="list-style-type: none"> Access to Care Records Management <ul style="list-style-type: none"> Documentation Billing Staff Requirements/Personnel Qualifications Eligibility Determination/Screening Client-Related Policy <ul style="list-style-type: none"> Rights and Responsibilities Grievance Privacy and Confidentiality Client Retention Re-Engagement Transition Fiscal Standards Quality Management Standards <ul style="list-style-type: none"> QI Activities Client Satisfaction Performance Measures QA Monitoring 	

MONITORING STANDARDS

- The Program conducts quality assurance activities according to the Support Services Procedure Manual.
- The Program conducts an annual desk review of the contracted agency to ensure appropriate service delivery.

RESOURCES

HRSA HAB National Monitoring Standards for Ryan White Part B Grantees: Program – Part B

<https://hab.hrsa.gov/sites/default/files/hab/Global/programmonitoringpartb.pdf>

HRSA RW Program Services PCN 16-02

https://hab.hrsa.gov/sites/default/files/hab/Global/service_category_pcn_16-02_final.pdf

Review/Revise Date	Title of reviewer	Change Description or Location
2021.08.03	Quality Coordinator	Next annual review due April per RWB Administrator
2021.07.29	Senior RN Quality Consultant & Quality Coordinator	<ul style="list-style-type: none">• Listed all Universal SS for RWB Administrator to determine which are applicable and need monitoring (delete those not applicable)• Revised items in <i>Measure/Documentation</i> column to reflect compliance with the <i>Standards/Activities</i> column
2021.07.01	RWB Administrator	Updated all content in Key services component activities, add covered services header.
2021.03.22	RWB Administrator	Updated all edits.
2021.03.19	Quality Coordinator	Minor wording changes, incorporated acronyms EFA and RWB, and added National Monitoring Standards resource
2021.03.17	RN Quality Consultant	Minor wording changes
2021.03.16	RWB Administrator	Updated in Key Service Components and Activities and Review for approval sections

Approval Group	Date Reviewed
UDOH RWB Administrator: Seyha Ros	2021.07.01
UDOH RWB Quality Coordinator: Marcee Mortensen	2021.07.29
UDOH RWB Senior RN Quality Consultant Vinnie Watkins	2021.07.29
UDOH RWB Manager: Tyler Fisher	2021.08.03
UDOH Director of the Bureau of Epidemiology: Sam LeFevre	2021.08.03